

ORIGIN IRM-00

INFO LOG-00 MFS-00 MFA-00 EEB-00 AF-00 AIT-00 AMAD-00
AOP-00 AEX-00 AS-00 A-00 ACQ-00 CA-00 CCO-00
COME-00 CCOE-00 INL-00 ANHR-00 WHA-00 DS-00 MEDE-00
EAP-00 EUR-00 OIGO-00 UTED-00 VCI-00 FOE-00 FSI-00
OBO-00 H-00 TEDE-00 INR-00 IO-00 MMP-00 MOFM-00
MOF-00 M-00 CDC-00 VCIE-00 WTC-00 NEA-00 NSAE-00
ISN-00 OIG-00 OPR-00 PER-00 PM-00 CIO-00 SCT-00
ISNE-00 SSO-00 SS-00 MR-00 IAP-00 DPM-00 CRYE-00
FMP-00 BBG-00 R-00 IIP-00 SCRS-00 SDBU-00 PMB-00
DSCC-00 PRM-00 ALM-00 SCA-00 SAS-00 PMA-00 /000R

R 091806Z FEB 09
FM SECSTATE WASHDC
TO ALL DIPLOMATIC AND CONSULAR POSTS COLLECTIVE
AMEMBASSY TRIPOLI

UNCLAS STATE 011694

POST FOR MANAGEMENT OFFICER AND IMO

E.O. 12958: N/A
TAGS: [AADP](#) [ACOA](#) [AMGT](#) [KRIM](#)

SUBJECT: MANAGING THE E-MAIL SYSTEM

¶1. E-Mail is a vital means of communication for the Department of State when it is used properly. All Department employees are strongly encouraged to review the Department's E-mail Policy set forth in 5 FAM 750. Some prohibitions from the FAM are as follows.

- a. Do not send electronic greetings (e-cards); multimedia files that are not business related; chain letters; letters or messages that offer a product or service based on the structure of a chain letter, including jokes, recipes, or other non-business related information; or conduct any other activity that causes congestion or disruption of an intranet or the Internet are prohibited.
- b. Do not use "Reply to All" unless the response is indeed applicable to all addressees. E-mail should be sent only to those parties to whom action or pertinent information is directed. The over-used "Reply to All" response slows e-mail messaging for all employees and regularly creates backlogs on our e-mail servers and in employee inboxes.
- c. Unclassified material, including Sensitive But Unclassified (SBU), may be transmitted in e-mail on the Internet. However, in accordance with 12 FAM 544.3, individual employees should decide whether unencrypted e-mail provides appropriate protection for the specific information they are transmitting. Classified information must be transmitted on the classified intranet, except as provided in 5 FAM 731 (h).
- d. To preclude inadvertent transmission of inappropriate information on the Internet, the "Auto Forward" capability must not be used to send e-mail to an Internet address.

¶2. To help keep our e-mail system working as an effective tool for all of us, please observe the following basic e-mail etiquette principles:

- a. Watch the tone of your e-mail. The reader does not have the benefit of hearing your tone of voice or seeing your body language and may misinterpret what you write.
- b. Make sure your e-mail is addressed to the correct person. Some names are similar and you don't want to send sensitive information to the wrong person.
- c. Use the "Out of Office Assistant" when you will be away from the office. Let folks know how long you will

be away, who to contact during your absence, and that you will respond when you return.

d. AVOID USING ALL CAPITAL LETTERS - IT IS PERCEIVED AS SHOUTING!!! It can be seen as offensive to the receiver.

e. Please do not overuse "REPLY TO ALL." Be judicious when sending to e-mail groups or to distribution lists. Take a moment and consider if your message will be useful to every recipient.

f. Do not CC people unnecessarily.

g. Unless confirmation of receipt is requested, avoid sending gratuitous "Thanks" replies.

h. Use your government e-mail address for business purposes only. Many commercial websites will use your government e-mail for advertising and other spamming activities, resulting in unwanted e-mail. Never reply to a spam message or click on the links in them, as this could load viruses, malware and other harmful software onto your computer. Please report all spam to spam@state.gov

¶3. Please remember there is no reasonable expectation of privacy regarding your Department of State e-mail. All of your e-mail messages on Department of State systems may be monitored, intercepted, recorded, read, copied, or captured in any manner by authorized personnel. System personnel or supervisors may give law enforcement officials any potential evidence of crime, fraud, or employee misconduct found on all Department computer systems.

¶4. Microsoft Outlook is a powerful and useful software application, but many users may not be familiar with its advanced features. Therefore, overseas IRM Staff are strongly encouraged to establish Microsoft Outlook training opportunities that incorporate basic e-mail management techniques, common etiquette and security principles with respect to e-mail usage within the Department. Training videos can be found at FSI's website using the following link:
http://fsi.state.gov/fsi/sait/default.asp?con_tentID=3281. In addition, classes for Microsoft Outlook are available through FSI's Distance Learning Program. More information can be found at FSI's website using the following link:
http://fsi.state.gov/admin/reg/default.asp?Ev_entID=PS584.

¶5. Minimize considered.

CLINTON